

November 2023

Leduc Hub Association Community Engagement Survey Results



LEDUC HUB

Introduction & Gratitude

The Board and staff of the Leduc Hub Association are grateful to all those in our community who participated in the 2023 Community Feedback Survey to inform our strategic planning priorities for the next four years. The Hub conducted a community feedback survey between September 24- November 10, 2023 and 358 people completed the survey.

Who We Are

The Leduc Hub Association is a charity that provides year round overnight emergency shelter (10 mats) and daytime navigation services to individuals who reside in Leduc and surrounding areas and are struggling with poverty and homelessness.

Mission Statement The Leduc Hub Association offers a safe and supportive community where individuals experiencing homelessness or poverty can access critical services with dignity.

Vision Statement That all members of our community will have the resources to maintain a safe and stable home so that they can live healthy and meaningful lives.

Values:

Respect & Dignity - We believe that every person has the right to be met with compassion, to be served with patience, be accepted without discrimination and treated with respect and dignity. We value, listen to, learn from and appreciate each other, our clients, our volunteers, our donors and our community.

Empowerment - We encourage, build confidence, inspire and promote each person's right to self-determination.

Integrity & Trust - We insist on absolute honesty and accountability to each other and to all of our stakeholders. We are credible, competent and keep our commitments.

Excellence - We demonstrate exceptional person centered service and are excellent stewards of our resources.

Safety - We are uncompromising on the health and safety of our stakeholders.

Community Feedback Survey

The Hub is updating its strategic plan and wanted community input on actions we could take within our mandate over the next 1-5 years to better address the homelessness in the City and surrounding areas.

This is the first community feedback survey conducted by the Leduc Hub Association. The survey was designed and administered by the volunteer board members and the Hub did not engage a professional in the design or analysis of the survey. The survey questions were developed with the Leduc Hub Association Mission, Vision, and Values in mind. The survey consisted of five questions with selection options and three open questions for additional comments.

The survey was posted on the Leduc Hub website and promoted to guests and public through an article in the Leduc Representative; weekly social media reminders on FaceBook and Instagram; flyers at the Hub Halloween Fundraiser event; email invitations to the City of Leduc administration, Council, Chamber, Downtown Business Association, Interagency Partners, and the Leduc Hub Donor list.

The survey was anonymous. Due to the limitations of Google Forms and our interest in keeping it anonymous, it is possible that some individuals completed the survey more than once. The survey did offer respondents an opportunity to be contacted to discuss ideas further; 28 individuals requested to be contacted.

Survey Results:

1. **What are the most difficult barriers and challenges facing the homeless in Leduc and area. Select all that apply:**

Selection Option	#	%
Limited mental health treatment in or around Leduc	221	61.7%
Lack of substance use treatment in or around Leduc	209	58.4%
Limited affordable housing options	198	55.3%
Lack of short-term supportive housing spaces	181	50.6%
Stigma, prejudice, discrimination	173	48.3%

Too few emergency shelter spaces (Hub's primary mandate)	172	48%
Limited permanent housing with supportive services	156	43.6%
Insufficient support systems- family, friends, community	130	36.3%
Access to life skills training for adults	106	29.6%
Lack of outreach services	100	27.9%
Access to job training	96	26.8%
Don't know	59	16.5%

Discussion for Hub:

- These results indicate where Hub may prioritize advocacy efforts especially in terms of better access to supportive housing, addiction and mental health services, and efforts to reduce stigma.
- Generally the community is split on whether additional spaces are needed; this may indicate a need to increase public awareness, or a more robust community needs assessment which had been a municipal-provincial-federal initiative in the past (no longer funded).

2. What are the biggest impacts facing Leduc and surrounding communities with respect to homelessness and housing insecurity? Choose the top 5 that concern you the most.

Selection Option	#	%
Theft	234	65.4
Visible Drug Use	228	63.7
Safety concerns for myself, others, or property	219	61.4
Visible mental health concerns	214	59.8
Health Risks for those experiencing homelessness and housing insecurity	191	53.4
Vandalism	160	44.7

Drug Trafficking	153	42.7
Trespassing	149	41.6
Public urination/defecation	128	35.8
Loitering in public areas	126	35.2
Unauthorized camping	115	32.1
Trash/Debris	115	32.1
Panhandling	55	15.4
Don't know	6	1.7

Discussion for Hub:

- The top 5 issues may represent areas of shared concerns with clients, police, addiction & mental health services, and other health providers.
- Currently, AHS and other health providers are not engaged in Hub interagency activities and this could be an area for stronger collaboration.

3. What opportunities do you believe will help the Leduc Hub Association have the most dramatic impact in addressing homelessness in the City of Leduc and surrounding communities? Select the top 5.

Selection Option	#	%
Advocate to Alberta Health Services for more addiction and mental health services	227	63.5
Continue to partner with the Food Bank, Leduc Housing Foundation, RMCP, FCSS, St. Vincent dePaul, AHS to ensure basic needs of clients	206	57.6
Continue to work with the City of Leduc for a better shelter location	173	48.3
Advocate with the City and/or AHS for a Street Outreach Team	158	44.1
Increase the number of mats beyond the current 10	149	41.6

Advocate for more affordable housing options	128	35.8
Advocate for more permanent supportive housing spaces	127	35.5
Advocate to the City and others to develop short-term supportive housing spaces	108	30.2
Increase partnership with County of Leduc and surrounding communities	83	23.2
Explore partnerships with private developers and business	67	18.7
Sustain current level of service at the Shelter and Hub Community Connections Program (referral)	34	9.5
Don't Know	7	2

Other Offered Ideas: (Note, some responses were coded to the existing categories)

Stop Services/Close	11	3.3
Move out of City limits	4	1.2
Stricter Rules/Accountability re: residency, crime and substance use	4	1.2
Work with provincial and federal governments	2	0.6

Discussion for Hub:

- The top 5 may represent areas for advocacy by the Hub as well as opportunities for collaborative action with clients, police, addiction & mental health services, and other health providers

4. In considering the ideal location for Shelter and short-term supportive housing services in Leduc, please check which criteria you believe to be important in planning considerations.

1 or more* blocks from daycares, playgrounds, schools for safety reasons	188	52.7
Walking distance (3 km) to AHS Addiction & Mental Health Services, Hospital	182	50.8

Avoid residential only areas	179	50
Walking distance (<3km) to Leduc Bottle Depot and Food Bank	147	41.2
Walking distance (< 3km) to Leduc Civic Centre for access to FCSS and City identified warming/cooling centres (LRC, Library)	142	39.7
Avoid high density industrial areas for security reasons	56	15.6
Minimize need to cross railway tracks for safety reasons	47	13.1
Walking distance (<3 km) to Provincial Courthouse	30	8.4
Don't know	22	6.2

* respondents believe more distance from these locations is necessary

Other Ideas Shared:

Outside City Limits or Edmonton	19	5.7
Avoid Commercial	6	1.8
Avoid downtown	3	0.9
Next to RCMP	1	0.3

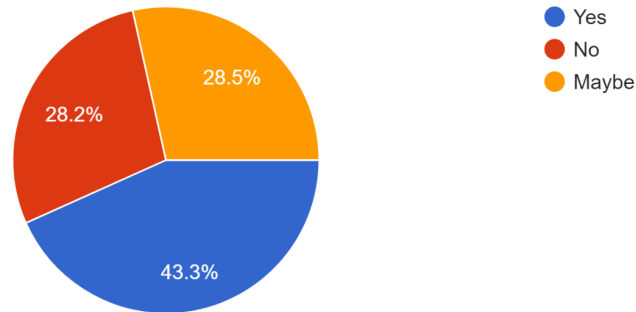
Discussion for Hub:

- These findings will be of interest to the Task Force being formed in November.
- Generally, there is good support for the criteria Hub has been using for location selection, which may be at odds with the downtown business feedback.

5. Would you support the Leduc Hub Association locating north of its current location and leasing land owned by the city of Leduc 5404 47 Street?

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358 responses



5 a. Those that answered 'no' (107 responses) provided some comments. General themes from this group of respondents:

- Locate well away from downtown, commercial, residential, and public areas
- Locate outside of city limits, up to and including Edmonton
- Several hostile, stigmatizing and derogatory comments were shared about people who are homeless, people who use drugs, and people involved in criminal activity.
- Some comments suggested locating at the Lion's campground, Leduc and Nisku industrial parks, and close to hospital/RCMP station.

Discussion for Hub:

- These findings may be of interest to the City of Leduc and the new Task Force but do not replace the need for comprehensive community engagement for any specific location.
- Any location will present challenges and divisive opinions.

6. Do you have any other ideas or comments you would like to share with us?

131 responses were recorded. General themes include:

- Support and gratitude for the work of the Hub, its board, and staff
- Support to engage business community and all levels of government in finding viable location options
- Recommendations for Mental Health Support Outreach, soup kitchen, tiny home village, transitional housing, onsite addiction support, and longer term vision to address housing crisis
- Some belief that 'if you build it, they will come'
- Concerns about crime, drug use, non-Leduc residents using the service

Discussion for Hub:

- Ongoing communication efforts that provide factual information about homelessness in Leduc, Hub activities, and collaborations would be beneficial
- Leduc Hub cannot address the issues, challenges, and opportunities in isolation; strong collaborative actions are necessary

Next Steps

The Leduc Hub Association will use these findings to inform their strategic planning priorities moving forward. We will post these findings on the website and distribute the report to stakeholders. We are extremely grateful to our donors and the residents of Leduc and surrounding communities who participated in this survey.